



User Guide

TWS Caller V2.1

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Contact and Support

AASTRA MATRA Telecom

Address: 1 rue Arnold Schoenberg
78280 Guyancourt - France

Tel: France: +33 1 30 96 42 42
Fax: +33 1 30 96 42 43

E-mail: Technical-Support@aastra.com

User Guide

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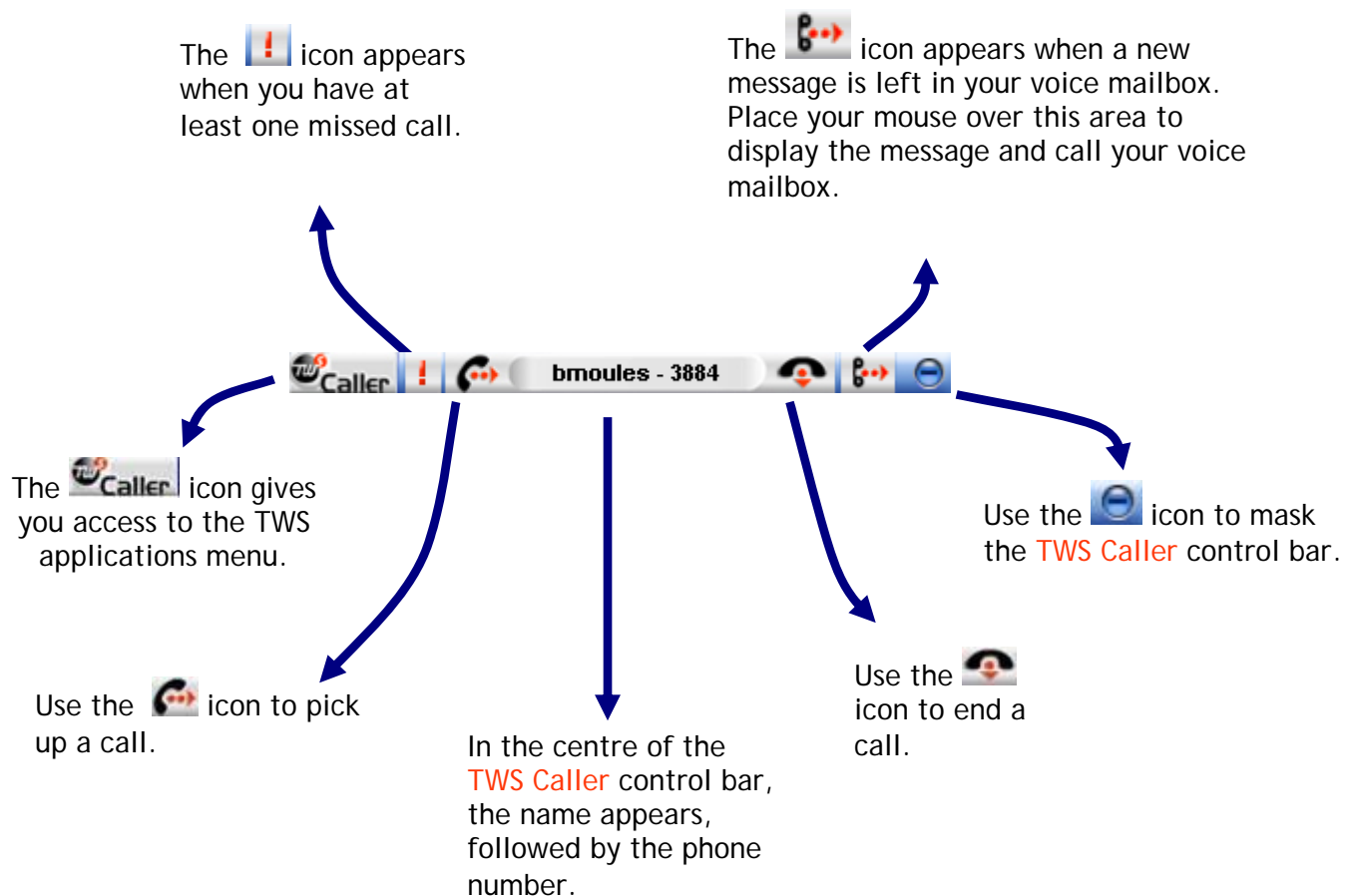
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1. Overview of TWS Caller

TWS (Telephony Web Services) Caller is an easy-to-use tool for automatic dialling and telephone call management. No special computer skills are required to use this document.

1.1. Overview of the TWS Caller control bar

By default, the TWS Caller control bar is placed at the top of your screen.



Right-clicking the icon in the taskbar notification area displays the TWS Caller control bar again.

Otherwise, under normal operation the caller bar is presented as follows:



1.2. Available telephony functions

TWS Caller offers the following telephony services:

- Telephone directory management
- Outbound number dialling
- Call log management (outbound calls, inbound calls, missed calls)
- Profile management (messaging system password, alias management, TWS application management)
- TWS application documentation.

Moreover, a telephone terminal user help column is now available.

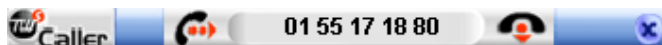
2. Outbound calls

2.1. Dialling a number not listed in the TWS Caller directory database


- Step ❶: select the number you wish to dial by highlighting it in any Windows application (Internet explorer, Excel, Outlook, etc.).
- Step ❷: drag the number with the left mouse button and drop it on the **TWS Caller** control bar.




- Step ❸: release the left mouse button. The number appears on the **TWS Caller** control bar and the call is made.










Note:

In applications where the Windows "drag and drop" function cannot be used, highlight the number to select it, copy it using the right mouse button, then click the  icon in the **TWS Caller** control bar to make the call.

2.2. Using the QuickSearch bar

- Click the  icon in the **TWS Caller** control bar.
- If you click inside the entry field, you can enter either a number or a name then carry out the following operations:



- Search for a given name by clicking 
- Dial the number by clicking 
- Redial the last number you have dialled, by pressing 
- Open the window used to configure the VoIP Phone audio devices by clicking 
(See TWS Phone documentation)
- Open the page in which to enter the DTMF: 
(See TWS Phone documentation)
- Start the video-telephony application by clicking  (see TWS Visio documentation).
- Start application sharing, by clicking  (see TWS Visio documentation).

3. Telephone directory management

The following directories are available from TWS Caller:

- TWS personal directory
- SQL database directory
- ODBC database directory (Access, etc.)
- Exchange 2000 / 2003 or Exchange 5.5 contacts directory (private and/or public)
- PBX contacts directory (internal and/or external records)

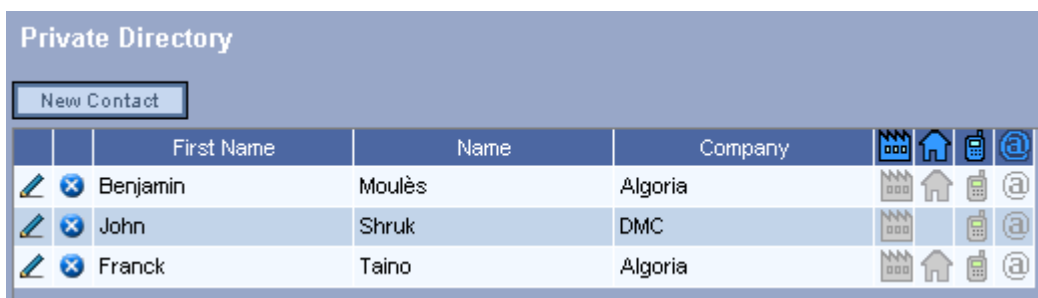
Contact the TWS administrator to display the directories you want.







When consulting the directories, you can interact with the different columns present; you can, for example:


- **Dial:** make a call by clicking on a number or picture (see below)
- **Mail:** open your messaging client, in order to write a message for the specified contact
- **Url:** open your explorer to view specific data about this contact
- **Details:** open a detailed contact record.

You may sort by column to refine the search concerning a contact. For this you may choose to sort by first letter, and to select the right column (see Screenshot below).

3.1. Managing private contacts



Private Directory			
New Contact			
	First Name	Name	Company
	 Benjamin	Moulès	Algoria
	 John	Shruk	DMC
	 Franck	Taino	Algoria

- Click the  icon in the TWS Caller control bar, select *Directories* then *Bookmarks*.
- Click the add icon to insert a new contact: a new line appears. Fill in the different fields available, using the button on the left side of each line.

Last Name	Moulès
First Name	Benjamin
Company	Algoria
Email	benjamin.moules@algoria
Office Phone Number	0112345679
Mobile Phone Number	0612345678
Home Phone Number	0112345678
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

- Click Save to save the contact in the Caller's private directory.

3.2. Managing public / private directories

TEST

* A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Last Name ▼

First Name	Name ▲	Company							
Sauron		MORDOR							
Jocelyn	AZIERE	ALGORIA							
Marc	CHARTIER	ALGORIA							
Carmen	Delavida	CHACESPIR							
Albert	Dumus	CHAMMP							
Henri	King	ROY							
René	Laforet	PERIGOR							
Gandalf	Legris	MIDDLEEARTH							
Bernard	Lemage	DANONE							
Julie	Mathieu	DUCROS							
Benjamin	MOULES	ALGORIA							
Mathieu	Rigolus	FRIMUS							
Franck	TAINO	ALGORIA							
Matheo	tristus	FRIMUS							

- Click the icon in the TWS Caller control bar, select *Directories* then a *public / private directory*.
- The display of these directories may vary according to the TWS Server directory configuration. But you will find the following fields by default:
 - Name
 - First name


- Company
- Telephone numbers (office, mobile, private, switchboard, etc.)
- Url (used to consult a contact's record)
- Optional fields (E-mail, fax, etc.) and any other field you think should appear in your directory (refer to the TWS Server configuration for more information).





































4. Call log




To automatically dial a number in the call log, simply click the number: the number is dialled.

Call transfers are indicated by an arrow between the telephone numbers.


4.1. Incoming call log

TWS Caller has an incoming call log. To access it, click on the  icon in the **TWS Caller** control bar and select *Logs* then *Incoming calls*.


Incoming calls					
	Date	Duration	Number	Name	
	19/04/2005 10:25	00:02:12	0123456478	Gérard Lambert	  
	19/04/2005 10:19	00:05:32	0212345678	Astérix	  
	19/04/2005 09:56	00:01:02	0232165487	Dupont Bernard	  
	14/04/2005 15:25	00:00:00	0121325465	Roger Lepreu	  
	14/04/2005 11:59	00:00:00	0612234556	Rob	  
	14/04/2005 10:11	00:00:00	1234	Mike Yoo	  
	14/04/2005 10:07	00:00:25	1235 -> 0123213254	Denis Fool	  
	14/04/2005 10:05	00:00:00	4565	Patrick Lanceflamme	  
	14/04/2005 10:04	00:00:00	0612345648	Frodon	  





































In addition, you may open the alerter record on the last contact displayed in the log, by clicking on the next button;  opens the record of one of your contacts.  opens the page on which to enter a new private contact and  purges the list of numbers.




: unanswered call



: answered call.

4.2. Outgoing call log


TWS Caller has an outgoing call log. You can access it by clicking on the  icon in the **TWS Caller** control bar and selecting *Logs* then *Outgoing calls*.

















Outgoing calls					
	Date	Duration	Number	Name	
	19/04/2005 10:25	00:02:12	0123456478	Gérard Lambert	  
	19/04/2005 10:19	00:05:32	0212345678	Astérix	  
	19/04/2005 09:56	00:01:02	0232165487	Dupont Bernard	  
	14/04/2005 15:25	00:00:00	0121325465	Roger Lepreu	  
	14/04/2005 11:59	00:00:00	0612234556	Rob	  
	14/04/2005 10:11	00:00:00	1234	Mike Yoo	  
	14/04/2005 10:07	00:00:25	1235 -> 0123213254	Denis Fool	  
	14/04/2005 10:05	00:00:00	4565	Patrick Lanceflamme	  
	14/04/2005 10:04	00:00:00	0612345648	Frodon	  




In addition, you may open the alerter record on the last contact displayed in the log, by clicking on the next button;  opens the record of one of your contacts.  opens the page on which to enter a new private contact and  purges the list of numbers.

: unanswered call
: answered call.

4.3. Missed call log

TWS Caller has a missed call log. You can access it by clicking on the  icon in the TWS Caller control bar and selecting *Logs* then *Missed calls*.


Missed Call(s)							
	Date	Duration	Number	Name			
	19/04/2005 10:25	00:02:12	0123456478	Gérard Lambert			
	19/04/2005 10:19	00:05:32	0212345678	Astérix			
	19/04/2005 09:56	00:01:02	0232165487	Dupont Bernard			
	14/04/2005 15:25	00:00:00	0121325465	Roger Lepreu			

In addition, you may open the alerter record on the last contact displayed in the log, by clicking on the next button;  opens the record of one of your contacts.  opens the page on which to enter a new private contact and  purges the list of numbers.

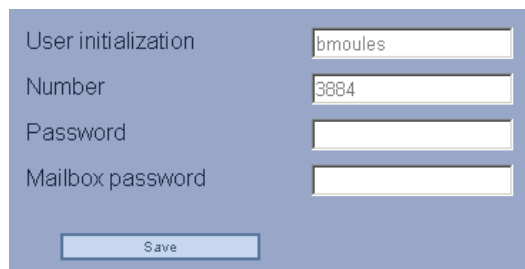
: unanswered call

5. User profile management

5.1. User profile

To access this column, click on the  icon in the **TWS Caller** control bar, select *Profile*, then *Password*. You can then change the password for your messaging system. To do so, you must specify your user name and extension number.

Note: if you wish to change the telephone set secret code, you must first change it on the telephone set then in user profile.




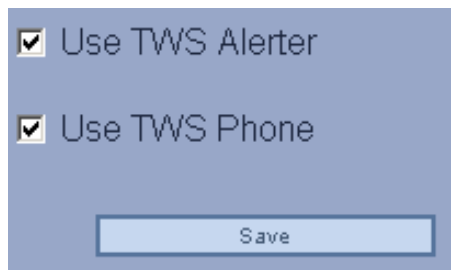
User initialization form with the following fields:

- User initialization: bmoules
- Number: 3884
- Password: (empty)
- Mailbox password: (empty)

Save button

5.2. Running TWS applications

To access this column, click on the  icon in the **TWS Caller** control bar. Select *Profile*, then *Applications*. You can then choose whether you want to launch the applications proposed at the same time as **TWS Caller**.















Applications form with the following options:

- ☒ Use TWS Alerter
- ☒ Use TWS Phone

Save button

5.3. Aliases

To access this column, click the  icon in the **TWS Caller** control bar. Select *Profile* then *Alias*; you can then create your own Aliases and associate telephone numbers with character strings (see below).

	Alias	Number
 	Bureau	3884
 	Franck	3897
 	Home	0112345678
 	Messagerie	3101
 	Portable	0612345678
		

6. Help menu

To access the help menu, click the  icon in the **TWS Caller** control bar, then *Documentation*. Shortcuts to **TWS Caller**, **TWS Alerter** and **TWS Phone** documentation have been added to it.

7. Assistance menu

This option gives you access to the telephone user guide.